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State of Wisconsin
Governor Scott Walker

TO: **Income Maintenance Supervisors**
Income Maintenance Lead Workers
Income Maintenance Staff
Training Staff
Child Care Coordinators

FROM: Junior Martin, Director
Bureau of Program Integrity
Division of Early Care and Education
Department of Children and Families

DECE/BPI OPERATIONS MEMO

No: 17-58

DATE: 12/19/2017

Child Care

SUBJECT: Retraction and Voluntary Repayment Agreement Policy

CROSS REFERENCE: CHAPTER 4.5 Sanctions
CHAPTER 4.12.1.1 Collections
OPERATIONS MEMO [17-13](#)

EFFECTIVE DATE: 12/19/2017

PURPOSE

This Operation Memo provides policy clarification on when retractions and Voluntary Repayment Agreements (VPAs) may be utilized to recover funds.

BACKGROUND

Operations Memo [17-13](#) introduced two new abilities to recover funds that were either loaded or spent when the parent was not eligible for those funds. These processes are referred to as retractions and Voluntary Repayment Agreements (VPAs). This Operations Memo provides additional policy clarification on when retractions and VPAs may be utilized to recover funds.

Policy: Operations Memo [17-13](#)
Retractions

"Retraction" is the word utilized by the Department for removing funds from the parent's electronic benefit transfer (EBT) card. Minimal policy guidance has been provided in Operations Memo [17-13](#) for when a retraction may occur (only in instances of authorizations to the incorrect provider).

Chapter 4.12.1.1

Voluntary Repayment Agreements (VPAs)

Chapter 4.12.1.1 states that:

The Voluntary Repayment Process occurs when a provider agrees of their own accord to return funds to the Wisconsin Shares program. This may occur due to a provider believing they have been overpaid or due to an authorization to the incorrect provider. If the provider agrees to the Voluntary Repayment, the provider must complete the Voluntary Repayment Agreement form ([DCF-F-5178-E](#)) and return it to the Department or local agency. The form may be mailed to the provider, and returned via email, scan or fax. The Department will then contact Fidelity Information Services (FIS) to initiate the Voluntary Repayment process. The funds will be debited from the provider's bank account registered with FIS and returned to the state. It is vital that the funds are in the account when the debit is processed. If funds are not available, the Department will receive a failure notice. The Department will then force the provider through the Quick Collect process.

Updated Policy: Chapter 4.5*

Retraction (*will be housed in Chapter 4.5 once the manual has been updated)

Funds may be retracted (removed) from a parent's MyWICChildCare card in limited circumstances, where it has been demonstrated that the parent was ineligible for those funds; therefore, the parent will not be negatively impacted by their removal. Examples of scenarios where funds may be removed from the parents' card include:

- Funds loaded (but not spent) to an incorrect provider;
- Provider closures;
- Cases of agency error (such as over-authorized hours);
- Parent ineligible for funds (such as);
 - Not participating in their approved activity
 - Income Change that Exceeds Eligibility Limit
 - Change in Assistance Group (AG)
 - Non-cooperation with Child Support Agency (CSA)
- Cases of hardship where it is possible to calculate a removal amount for the time period when the child is not attending the provider location (and the removal has been agreed to by the parent);
- Child not attending the facility.

Other scenarios may be approved by the Bureau of Program Integrity (BPI) for removal if sufficient reason is provided to demonstrate that leaving the funds on the card may result in an overpayment due to client error.

If funds are not approved for removal it is either because the parent is eligible to spend the funds or BPI anticipates that the funds will be expunged from the card within 90 days. Do NOT create an overpayment due to a rejected retraction request without first consulting BPI via the [Technical Assistance](#) mailbox.

Retraction Procedure

STEP 1: Complete a Post Load Benefit Correction (PLBC). The Case Correction must be completed and confirmed using the appropriate reason. Please see "Creating a New EBT CSAW-PLBC Client Adjustment Request" in the [PLBC User Guide](#) for instructions on how to locate the case in PLBC. Follow the steps below to complete the PLBC entries.

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 - Education Tracking
 - Case Summary
 - Case Comments
 - Summary
- Parent Approved Activities
- Child Copay/Special Need
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- Parent Portal
- Documents
- EBT Provider
 - PLBC - Case
 - Case Search
 - Correction of Case
 - Adhoc Case Adjustments
 - PLBC - Provider

Case Summary

Case Details

Case Number

3150779332

Primary Person

Molly Totten

Address

6828 Schroeder Rd
Madison, WI 53711
Dane County

Admin Agency

Dane County (13)

RFA Date

05/05/2016

Review Date

05/31/2017

Search

Begin Date

11/1/2016

End Date

Search

Parent Approved Activity Schedule

Parent's Name	Date of Birth	PIN	
Molly Totten	09/28/1980	3584886660	Add Schedule
CWW Approved Activity	Schedule Period	Status	
Employment	07/01/2016 - 04/29/2017	Completed	
Employment	04/30/2017 - 05/31/2017	Completed	

Child Copay/Special Need

Child's Name	Date of Birth	PIN	
Chuck Geiger	01/01/2016	3585029001	Add Details
Effective Period	Copay Type	Special Needs	
06/01/2016 -	Non Court Ordered Kinship	No	
Miles Sauer	02/24/2012	3584886678	Add Details
Effective Period	Copay Type	Special Needs	
06/01/2016 -	Regular	No	

List of Authorizations

Child's Name	Date of Birth	Effective Period	Average Weekly Hours	Provider Location Details	Status	School Hours	Child Schedule	
Chuck Geiger	01/01/2016	07/01/2016 - 04/30/2017	10:04	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St , Anytown, WI	Processed	School Hours	Child Schedule	
Miles Sauer	02/24/2012	08/28/2016 - 04/30/2017	00:00	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St , Anytown, WI	Processed	School Hours	Child Schedule	

Select *Case Search* and search by case number, unless the case is already shown, then simply click *Correction of Case*.

PLBC - Case

- [Case Search](#)
- [Correction of Case](#)
- [Adhoc Case Adjustments](#)

PLBC - Case

- [Case Search](#)
- [Correction of Case](#)
- [Adhoc Case Adjustments](#)

The *Correction of Case* can be used to initiate the PLBC adjustment request for the parent.

Be sure to document the circumstances surrounding the adjustment in the “Comments” area, then click the “Submit” button. This will bring the user to the “*List of Corrections – Case Attributes*” page.

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 - Reset calculation
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New Correction - Case Attributes

Case Details

Case Number: 3150779332 Primary Person: Molly Totten
 Address: 6828 Schroeder Rd Admin Agency: Dane County (13)
 Madison, WI 53711 RFA Date: 05/05/2016
 Dane County Review Date: 05/31/2017

New Correction - Case Attributes

Benefit Month *: November 2016 First Benefit Month: July, 2016
 Last Benefit Month: November, 2016

Error Source *: Client Error
 Responsible Party: Client
 Indicator: *
 Reason *: Eligibility Error
 Secondary Reason: Authorization Error

Comments
 Child did not attend during month of November. 10/10/2017
 Randy from Randy's Daycare contacted Dane County
 0 of 500 characters.

Submit

Comments must include the following information:

- Reason for retraction
- Date of contact with the agency notifying of the error
- Individual contacting the agency (Parent or Provider)

At the “*List of Corrections - Case Attributes*” page, select the pencil icon for the benefit month that needs to be corrected. This will bring you to the “*Modify Correction – Case Attributes*” page.

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List of Corrections - Case Attributes

Case Details

Case Number: 3150779332 Primary Person: Molly Totten
 Address: 6828 Schroeder Rd Admin Agency: Dane County (13)
 Madison, WI 53711 RFA Date: 05/05/2016
 Dane County Review Date: 05/31/2017

List of Corrections - Case Attributes

Benefit Month	Error Source	Reasons	Requested Date	Status	Corrections
November 2016	Client Error	Eligibility Error, Authorization Error	11/25/2016	Pending	
September 2016	Client Fraud - Ipv	Eligibility Error, Authorization Error	11/07/2016	Processed	Authorization Benefit Changes Income/AG Size
August 2016	Client Fraud - Ipv	Eligibility Error, Authorization Error	11/07/2016	Processed	Authorization Benefit Changes Income/AG Size
July 2016	Client Error	Authorization Error, Eligibility Error	10/07/2016	Processed	Income/AG Size Benefit Changes

[New Correction](#)

Select the appropriate link for reason the parent was ineligible. In most cases, this will be the “Authorization” link from the navigation menu on the left side of the page.

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Modify Correction - Case Attributes

Case Details

Case Number	3150779332	Primary Person	Molly Totten
Address	6828 Schroeder Rd Madison, WI 53711 Dane County	Admin Agency	Dane County (13)
		RFA Date	05/05/2016
		Review Date	05/31/2017

Modify Correction - Case Attributes

Benefit Month November 2016
Status In Progress
Error Source * Client Error
Responsible Party Indicator * Client
Reason * Eligibility Error
Secondary Reason Authorization Error
Comments Client untimely reported that the father was in the household and also incorrectly provided Chuck Geiger's DOB.
 A correction for Income/AG, Eligibility/Copay/DOB, and Authorizations needs to be made.
 205 of 500 characters.

Modify >

Select the applicable child's name that corresponds to the authorization.

EBT CSAW Menu

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Authorization Correction List

Case Details

Case Number	3150779332	Primary Person	Molly Totten
Address	6828 Schroeder Rd Madison, WI 53711 Dane County	Admin Agency	Dane County (13)
		RFA Date	05/05/2016
		Review Date	05/31/2017

Correction Request Details

Benefit Month	November 2016	Correction Type	Client Error
Reasons	Eligibility Error, Authorization Error	Correction Status	In Progress
		Requested Date	11/29/2016

List of Authorizations for Initial benefit in November, 2016

Child's Name	Date of Birth	Effective Authorization Period	Average Weekly Hours	Average Weekly Full Time Hours	Average Weekly Above Full Time Hours	Provider Location Details
Miles Sauer	02/24/2012	11/01/2016 - 11/30/2016	00:00	00:00	00:00	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St, Anytown, WI 52222
Chuck Geiger	01/01/2016	11/01/2016 - 11/30/2016	10:04	10:04	00:00	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St, Anytown, WI 52222

Indicates that corrections details exist.

Edit the information on the child's authorization page in EBT CSAW:

- Funds loaded (but not spent) to an incorrect provider;
 - Mark the authorization as invalid using the radio button.
- Cases of agency error (such as over-authorized hours);
 - Edit the authorization hours so that the correct amount of hours is entered.
 - For more information regarding the Two/Four Week Schedule option, reference the [PLBC User Guide](#) pg. 20-25
- Provider closures;
 - Edit the begin and/or end date to correctly reflect the effective dates that the authorization was valid with the provider.
 - Example: A provider's license is revoked on 8/11/2017. The authorization was in place from 8/1/17-8/31/17. The end date of the authorization would be changed to 8/11/2017, and the begin date would not change.

Begin Date * 08/01/2017

End Date * 08/11/2017

- If the parent should not have been authorized in the current month due to the provider being closed the entire month, mark the authorization as invalid using the radio button.

- Currently, this process has to be completed for each individual authorization at the provider. A system enhancement is being developed to systematically end date all authorizations in the event of a mid-month provider closure.
- Child not attending the facility.
 - Edit the begin date and/or end date to correctly reflect the dates that the authorization should have been to the provider (in this case the dates the children actually attended). If the parent should not have been authorized in the current month due to the children not attending at all in the current month, mark the authorization as invalid using the radio button.
 - Example: A provider reports on 9/1/2017 that a parent's children did not attend at all in August, but attended two days in July. For the July PLBC correction, edit the end date of the authorization for 7/1 to 7/3 to acknowledge the children's attendance for two days. For the August PLBC correction, mark the authorization as invalid.

Begin Date *	<input type="text" value="07/01/2017"/>	
End Date *	<input type="text" value="07/03/2017"/>	

▪ July

Is this authorization Invalid for this month?

☐ No ☒ Yes

▪ August

Next, select “Calculate” from the navigation menu at the left side of the page. At this page, review the entries and click the “Calculate Benefit” button.

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Authorization Correction List

Case Details

Case Number	3150779332	Primary Person	Molly Totten
Address	6828 Schroeder Rd Madison, WI 53711 Dane County	Admin Agency	Dane County (13)
		RFA Date	05/05/2016
		Review Date	05/31/2017

Correction Request Details

Benefit Month	November 2016	Correction Type	Client Error
Reasons	Eligibility Error, Authorization Error	Correction Status	In Progress
		Requested Date	12/02/2016

List of Authorizations for Initial benefit in November, 2016

Child's Name	Date of Birth	Effective Authorization Period	Average Weekly Hours	Average Weekly Full Time Hours	Average Weekly Above Full Time Hours	Provider Location Details
Miles Sauer	02/24/2012	11/01/2016 - 11/30/2016	00:00	00:00	00:00	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St., Anytown, WI 52222
Chuck Getzer	01/01/2016	11/01/2016 - 11/30/2016	10:04	10:04	00:00	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St., Anytown, WI 52222

▲ - Indicates that corrections details exist.

Select the “Confirm Benefit” button on the “Calculation Correction and Confirm Benefit Changes By Case” page. [If the incorrect provider has been paid, do not select “Confirm Benefit” on this page, see the instructions that begin on page 10.]

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Calculation Correction And Confirm Benefit Changes By Case

Case Details

Case Number	3150779332	Primary Person	Molly Totten
Address	6828 Schroeder Rd Madison, WI 53711 Dane County	Admin Agency	Dane County (13)
		RFA Date	05/05/2016
		Review Date	05/31/2017

Correction Request Details

Benefit Month	November 2016	Correction Type	Client Error
Reasons	Eligibility Error, Authorization Error	Correction Status	Calculated
		Requested Date	12/02/2016

Benefit Change Details

Child's Name	Date of Birth	Provider Details	Previous Benefit	Current Benefit	Calculated Change	
Miles Sauer	02/24/2012	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St., Anytown, WI 52222	\$95.24	\$98.04	\$2.80	Apply To Family
Chuck Gelger	01/01/2016	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St., Anytown, WI 52222	\$301.82	\$149.66	(\$152.16)	Apply To Family

Confirm Benefits

If a new authorization is needed, do not create the new authorizations until the PLBC is in confirmed status. This ensures that the copayment calculation will be correct on the new authorization.

STEP 2: Inform the parent that a notice will be sent to them regarding the correction. The notice will inform them that they will be receiving a Repayment Agreement in the mail. Inform the parent that this is incorrect, because the funds are being removed from their card in lieu of establishing an overpayment.

This notice will be updated to remove the Repayment Agreement language December 2017.

STEP 3: Contact the Bureau of Program Integrity Technical Assistance mailbox at dcfbpitarequest@wisconsin.gov to request removal of funds from the EBT card.

Include the following information in your request, preferably in the format shown below:

- Case
- Child(ren)
- Removal Amount(s) for each child
- Impacted Provider Number and Location
- Benefit Month(s)
- Brief Reason Description

Step 4: BPI staff will then authorize the return utilizing the Benefit Return screen in EBT CSAW-PLBC. The Benefit Return screen is available for "View Only" access for any users that do not have Office of Child Care (OCC) security level access to EBT CSAW. OCC access is typically only granted to DCF employees. More information on security profiles can be found in the [EBT CSAW Security Profiles Guide](#). Local agencies may review the page for details regarding why funds were removed.

**Note: Step 4 is completed by BPI. The following screenshots are for informational purposes only.*

PLBC - Case

- Case Search
- Correction of Case
- Adhoc Case Adjustments
- Benefit Return**

Benefit Returns														
Case Details														
Case Number	3150779332			Admin Agency	Dane County (13)									
Primary Person	Molly Totten			RFA Date	05/05/2016									
Address	6828 Schroeder Rd Madison, WI 53711 Dane County			Review Date	N/A									
				CC AG Status	Closed									
Search														
Begin Date		<input type="text"/>		End Date		<input type="text"/>								
<input type="button" value="Search"/>														
List of Benefit Returns														
<input type="checkbox"/> Show All Comment Text														
Child Name	Provider Location Details	Return Amount	Available Amount	Comments	Updated Date									
▼ Sauer, Miles	3800036563-001 Randy's Group Care 123 Main St. Anytown, WI 52222	\$45.00	\$45.00		03/31/2017 10:52 AM	Apply Return								
<table border="1"> <thead> <tr> <th>Child Name</th> <th>Applied Amount</th> <th>Applied Date</th> <th>Updated Date</th> </tr> </thead> <tbody> <tr> <td colspan="4">There is no applied information for the selected return</td> </tr> </tbody> </table>							Child Name	Applied Amount	Applied Date	Updated Date	There is no applied information for the selected return			
Child Name	Applied Amount	Applied Date	Updated Date											
There is no applied information for the selected return														
▼ Sauer, Miles	3800036563-001 Randy's Group Care 123 Main St. Anytown, WI 52222	\$49.00	\$0.00	Authorization to the incorrect provider.	03/31/2017 10:49 AM									
<table border="1"> <thead> <tr> <th>Child Name</th> <th>Applied Amount</th> <th>Applied Date</th> <th>Updated Date</th> </tr> </thead> <tbody> <tr> <td>Sauer, Miles</td> <td>\$49.00</td> <td>03/31/2017</td> <td>03/31/2017 10:49 AM</td> </tr> </tbody> </table>							Child Name	Applied Amount	Applied Date	Updated Date	Sauer, Miles	\$49.00	03/31/2017	03/31/2017 10:49 AM
Child Name	Applied Amount	Applied Date	Updated Date											
Sauer, Miles	\$49.00	03/31/2017	03/31/2017 10:49 AM											
▼ Geiger, Chuck	3800036563-001 Randy's Group Care 123 Main St. Anytown, WI 52222	\$301.82	\$0.00	debited account	03/31/2017 10:49 AM									
<table border="1"> <thead> <tr> <th>Child Name</th> <th>Applied Amount</th> <th>Applied Date</th> <th>Updated Date</th> </tr> </thead> <tbody> <tr> <td>Geiger, Chuck</td> <td>\$301.82</td> <td>03/31/2017</td> <td>03/31/2017 10:49 AM</td> </tr> </tbody> </table>							Child Name	Applied Amount	Applied Date	Updated Date	Geiger, Chuck	\$301.82	03/31/2017	03/31/2017 10:49 AM
Child Name	Applied Amount	Applied Date	Updated Date											
Geiger, Chuck	\$301.82	03/31/2017	03/31/2017 10:49 AM											
Add Return														

As soon as the return is created, the retraction will be shown on the Transaction page in EBT CSAW and in the Parent Portal.

EBT CSAW Menu		List of Transactions																																																																																											
<ul style="list-style-type: none"> Home Dashboard Assignments Search Inbox Search EBT Case <ul style="list-style-type: none"> Case Search Case Activity Summary Education Tracking Case Summary Case Comments Summary Parent Approved Activities Child Copay/Special Need Authorizations Hardship Benefit Summary Case Transactions Case/Card Details Parent Portal Documents EBT Provider PLBC - Case PLBC - Provider Case Overpayments Provider Overpayments Pending Authorizations 		Case Details <table> <tr> <td>Case Number</td><td>3150779332</td> <td>Admin Agency</td><td>Dane County (13)</td> </tr> <tr> <td>Primary Person</td><td>Molly Totten</td> <td>RFA Date</td><td>05/05/2016</td> </tr> <tr> <td>Address</td><td>6828 Schroeder Rd Madison, WI 53711 Dane County</td> <td>Review Date</td><td>N/A</td> </tr> <tr> <td></td><td></td> <td>CC AG Status</td><td>Closed</td> </tr> </table>								Case Number	3150779332	Admin Agency	Dane County (13)	Primary Person	Molly Totten	RFA Date	05/05/2016	Address	6828 Schroeder Rd Madison, WI 53711 Dane County	Review Date	N/A			CC AG Status	Closed																																																																				
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		CC AG Status	Closed																																																																																										
		Transaction Period <table> <tr> <td>Begin Date</td><td>01/01/2017</td> <td>End Date</td><td></td> </tr> </table> <input type="button" value="Search"/>								Begin Date	01/01/2017	End Date																																																																																	
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		<div> ❌ This amount was removed by the department. ⚠️ This amount expired because the funds were not used within 90 days of the load. </div>																																																																																											

Red transaction amounts, followed by a red "x" indicate funds removed via retraction. A key will also appear below the transaction list to detail what each icon indicates

STEP 5: If necessary, write or update a new or existing authorization. See [17-13](#) for guidance on new authorization due to incorrect providers. Contact the Child Care Subsidy and Technical Assistance line at (608) 422-7200 or childcare@wisconsin.gov if you require assistance with establishing and/or updating an authorization.

Note: Retractions are not appealable. If questions arise regarding the legitimacy of a retraction, Contact the Bureau of Program Integrity Technical Assistance mailbox at dcfbpitarequest@wisconsin.gov.

Updated Policy:

Voluntary Repayment Agreements (VPAs)

The Voluntary Repayment Process occurs when a provider agrees on their own accord to return funds to the Wisconsin Shares program. VPAs may be utilized in limited circumstances, where it has been demonstrated that the **parent was ineligible** for the funds received. VPAs may only be utilized when the ineligible funds were PAID to the provider. If the funds are still on the card, review the retraction policy. VPAs should only be issued for situations of parent liability overpayments or if the provider indicates they would like to return funds.

Examples of scenarios where funds may be recovered via a VPA include:

- Payments were made to an incorrectly authorized provider;
- Cases of agency error that resulted in the parent receiving more funds than they were eligible for and paying the provider with those additional funds;
- System error scenarios (such as the parent's card incorrectly received a benefit load twice in one month);
- Parent failed to timely report a provider discount rate;
- Provider has indicated that they would like to return funds and has provided an acceptable reason;
- Child not attending the facility (such as non-attendance, child being expelled, etc).

Other scenarios may be approved by the Bureau of Program Integrity (BPI) for a Voluntary Repayment Agreement if a satisfactory reason is provided.

~~This may occur due to a provider believing they have been overpaid or due to an authorization to the incorrect provider.~~ If the provider agrees to the Voluntary Repayment, the provider must complete the Voluntary Repayment Agreement form ([DCF-F-5178-E](#)) and return it to the local agency. The form may be mailed to the provider, and returned via email, scan or fax. The Department will then contact Fidelity Information Services (FIS) to initiate the Voluntary Repayment process. The funds will be debited from the provider's bank account registered with FIS and returned to the state. It is vital that the funds are in the account when the debit is processed. If funds are not available, the Department will receive a failure notice. ~~The Department will then force the provider through the Quick Collect process.~~ In situations where funds are not able to be recovered via VPA from the provider, a client overpayment should be processed by the local agency. BPI will communicate any VPA failures to the local agency.

Agencies are responsible for tracking the situations that require VPAs and for processing an overpayment for the parent if the VPA is not returned within the 30 day timeframe. The 30 day timeframe begins the day that the VPA is sent to the provider.

VPA Procedure

STEP 1: Complete a PLBC Case Correction. Follow the same instructions provided in Step 1 of the Retractions section in this operations memo. However, **do not** select Confirm Benefit on the “Calculation Correction and Confirm Benefit Changes By Case” page.

This will provide the agency with the amount that we should attempt to recover from the provider.

STEP 2: Contact the child care provider that was incorrectly paid and discuss the error. Ask the child care provider if they are willing to voluntarily return the funds. Explain that if they agree, the funds will be withdrawn from their bank account that is on file with FIS. If the provider agrees, the local agency must complete the Voluntary Repayment Agreement (VPA) form ([DCF-F-5178-E](#)) and send the form to the child care provider for completion and signature. The form can be completed by any person associated with the Child Care Center who has the authority to enter into an agreement. The provider must return the form to the local agency within 30 days. If the provider does not return the form within 30 days, the local agency should process a client overpayment.

Note: The VPA form has recently been updated to include a statement acknowledging that by signing the form, the provider voluntarily agrees to waive their rights to appeal the recovery of the aforementioned funds.

If the provider offers to return some of the funds but not the calculated amount that is acceptable. Document the amount the provider wishes to return on the Voluntary Repayment Agreement and process a client overpayment for the remaining calculated overpayment.

Example: A child did not attend their facility from May through July. According to the PLBC calculation, the overpayment would be \$150 for May, \$200 for June, and \$150 for July. The agency contacts the provider and the provider is only willing to return \$300. The agency should complete the VPA for \$300. The total overpayment was \$500 (\$150+\$200+\$150), and we should subtract from this the amount already recovered, \$300. This leaves \$200 remaining to be recovered which should be created as a client overpayment in Benefit Recovery (BV).

If the overpayment cannot be calculated in PLBC, or like the example above, the provider is not willing to pay back the entirety of the client overpayment, the negative adjustment should be entered in Ad Hoc. If the agency does not have OCC access, they should request BPI to complete this step through the [BPI TA Mailbox](#).

STEP 3:

Contact the Bureau of Program Integrity Technical Assistance mailbox at dcfbpitarequest@wisconsin.gov and include the following information in your request:

- Case
- Child(ren)
- Removal Amount(s) for each child
- Impacted provider and location number
- Benefit Month(s)
- Brief description of the reason for the VPA
- Completed VPA form signed by the provider

STEP 4: BPI will process the Voluntary Repayment Agreement. To do so, BPI staff will code the PLBC adjustment as “Apply to Provider” and “Confirm Benefit.”

**Note: Step 4 is completed by BPI. The following screenshots are for informational purposes only.*

**Note: If a provider agrees to complete a VPA but has concerns over multiple, large amounts from multiple months being debited all at once, BPI can work with the provider to coordinate the VPA transactions so the provider's account does not become overdrawn.*

Calculation Correction And Confirm Benefit Changes By Case						
Case Details						
Case Number	3150779332		Admin Agency	Dane County (13)		
Primary Person	Molly Totten		RFA Date	05/05/2016		
Address	6828 Schroeder Rd Madison, WI 53711 Dane County		Review Date	05/31/2017		
			CC AG Status	Open		
Correction Request Details						
Benefit Month	February 2017		Correction Type	Client Error		
Reasons	Authorized To Wrong Provider		Correction Status	Calculated		
Requested Date	02/07/2017					
Benefit Change Details						
Child's Name	Date of Birth	Provider Details	Previous Benefit	Current Benefit	Calculated Change	
Chuck Gelger	01/01/2016	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St , Anytown , WI 52222	\$301.82	\$0.00	(\$301.82)	Apply To Provider
Miles Sauer	02/24/2012	3800036563-001 Randy's Group Care-Do Not Modify 123 Main St , Anytown , WI 52222	\$49.10	\$0.00	(\$49.10)	Apply To Provider
						<input type="button" value="Confirm Benefit"/>

This action will initiate the correct updated parent notice to be sent (see screen shot below). The notice indicates the funds were paid to the incorrect provider and will be recovered from the incorrect provider. However, there are examples where the correct provider was paid, just not the correct amount. For example, child stopped attending mid-month but the parent paid the whole load amount.

Monthly Subsidy Amount Change Information

There has been a change in your child or children's authorized subsidy amount for a previous month due a change you reported or that was discovered.

Subsidy Amount added to MyWICChildCare Card

Month	Child	Provider Name Provider/Location Num	Amount Added to Card	Reason
December-2016	JACK HILL	JANUARY CARE- PROC 5800039215/001	\$ 355.28	Retro Authorization

MyWICChildCare Card Payment Correction

It has been reported or discovered that Wisconsin Shares subsidy amounts have been authorized and paid to the incorrect provider. These amounts will be recouped from the incorrect provider and additional subsidy amounts will be added to your card for the correct provider.

Month	Child	Provider Name Provider/Location Num	Provider Overpayment Amount	Reason
December-2016	JACK HILL	ANNA'S ANGELS 5800039985/001	\$ -809.90	Authorized to Wrong Provider

CONTACTS

For any questions surrounding this Operations Memo or Chapters 3 and 4 of the Wisconsin Shares Policy Manual, please contact the Bureau of Program Integrity (BPI) at DCFBPITArequest@wisconsin.gov.

For referrals regarding alleged fraud or other program integrity concerns, please submit a referral to the Child Care Fraud Mailbox at DCFMBCHILDCAREFRAUD@wisconsin.gov.

For Wisconsin Shares Child Care policy questions outside of Milwaukee County contact your Bureau of Regional Operations (BRO), Child Care Coordinators at BROCCPolicyHelpDesk@wisconsin.gov

For Child Care CARES/CWW, CSAW and CCPI Processing Questions statewide and policy questions in Milwaukee County contact the Child Care Subsidy and Technical Assistance Line at: childcare@wisconsin.gov or (608) 422-7200.

DCF/DECE/BPI/KDM/MSE